

Dear Sir/Madam,

For even faster and direct invoice transmission - switch today!

**Your benefits:**

- ⌚ No lost Invoices
- ⌚ No postal delays or postage costs
- ⌚ Quick set up with no maintenance costs
- ⌚ 100% compliant

ZUGFeRD EXTENDED and  
PDF-Invoices via E-Mail



Mercedes-Benz



Status of invoice visible  
in Basware

Status of invoice visible in  
Financial Vendor Portal (FVP)

**Register today:**



[Registration Link](#)

A one-time registration of your sender address enables you to send documents to all subsidiaries of the Mercedes-Benz Group AG.

The email addresses for our German companies and other production plants can be found under the [plant overview](#).

The currently valid recipient email addresses of all other companies can be downloaded in the [Basware recipient addresses](#) section.

For invoice volumes exceeding 500 invoices per year, we offer further efficient solutions.

If you have any questions regarding electronic invoicing, please contact our colleagues before your registration at [einvoicing@mercedes-benz.com](mailto:einvoicing@mercedes-benz.com).

Thank you for your co-operation.

Kind regards

Mercedes-Benz Group AG  
International Process Management

**Where can I register?**

Please use the following link:



[Registration Link](#)

**To which e-mail address do the invoices have to be sent?**

The email addresses for our German companies and other production plants can be downloaded in the [plant overview](#).

All currently valid recipient email address of all other companies can be found in the [Basware recipient addresses](#) section.

**How do I make sure my PDF invoice can be processed?**

Please only use standard fonts when creating them. Make sure that the document is not write-protected.

**How can I test if my PDF invoice can be read and transferred?**

Open the created PDF file. Now try to select the text of the invoice with the computer mouse. If this is not possible, the PDF is an "image" and cannot be used. In that case you need to change the settings of your PDF printer. If you can copy the text, paste it into e.g. Word or WordPad and check its readability. If the text is readable, you can go ahead and send the invoice. However, if the copied text is displayed with any special characters, please change the font used in the invoice and recreate the PDF document.

**Can I send several invoices with one email?**

Unfortunately, you cannot. You can transfer only one invoice and its possible attachments per email.

**How many invoices can be sent through the PDF-Basware process every year?**

Up to 500 invoices a year can be sent through the PDF-Basware process, for free. Basware will inform you via email as soon as you have reached this volume. For larger document volumes and other electronic invoice transmission services, we will be happy to support you by email at: [einvoicing@mercedes-benz.com](mailto:einvoicing@mercedes-benz.com).

**How do I send invoice attachments with my electronic invoice?**

An email may contain only one invoice. Still, you may add several attachments (e.g. contractually agreed evidence). Make sure to add the word ""attachment" or "Annex"" to the file name of the attachments. (E.g. Invoice123.pdf; Annex123.pdf)

**How does the electronic invoice transmission process work?**

The email with the PDF invoice is sent to a Basware email server. First, the "From" addresses are checked (sender address). If the address was not specified during the registration process, the email will be rejected. If this check is successful, the email is forwarded to the Basware Service Center.

The "To" address is checked here (recipient address). You will be notified if the address is not valid. The next step is the extraction of the invoice data and a pre-check whether the mandatory invoice fields are available. You will be notified if there are problems with the content.

Afterwards, a structured data file with the contents of the invoice is created and transmitted to the invoice recipient, together with the PDF document. The structured file can be processed automatically by the invoice recipient's system.

**What is the actual legal invoice?**

The PDF invoice generated by you (the sender) is the legal invoice. It must therefore contain all mandatory tax information. The Tax Simplification Act 2011 allows the dispatch of PDF invoices in form of attachments to an email.

**How can I check the transfer status of my invoice?**

You can check the status in your Basware account at <https://portal.basware.com>.

When completing the transfer, please pay attention to the confirmation or notification message from Basware and follow the information provided there. After the successful transfer, the data record will be displayed under your invoice number and in the respective company in our Financial Vendor Portal. In FVP you can always look up the status of the invoice verification. Debits and credits can also be accessed here. You can find the FVP and regarding Information in our Supplier Portal at [Invoicing and Payments](#).

**Who can I contact if I have problems with transferring my invoices?**

Feel free to use the Basware "Service Now" portal for questions regarding your invoice transfer. You can place your request in form of a ticket and you will receive a corresponding response from Basware during their usual service period.

You can find the ticket system of Basware under the following link:

[https://basware.service-now.com/bw?id=bw\\_sc\\_cat\\_item\\_public](https://basware.service-now.com/bw?id=bw_sc_cat_item_public)